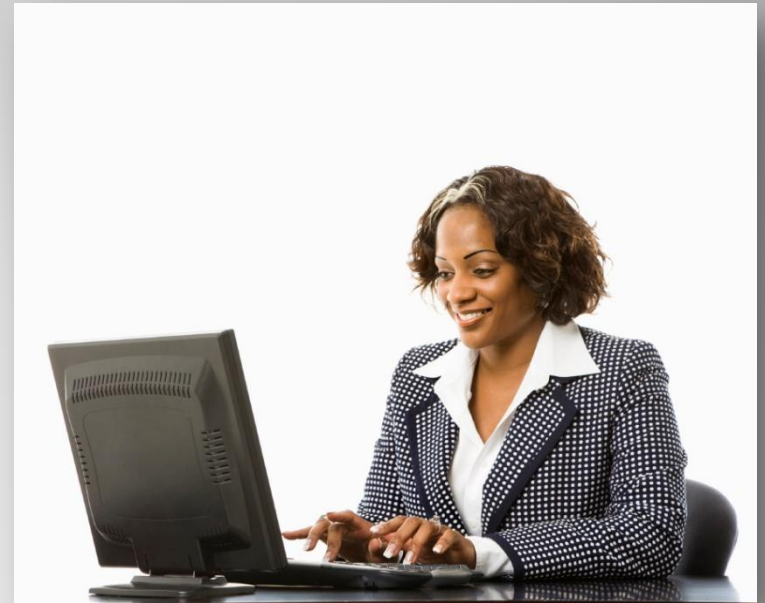# ELIGIBILITY IT: FOCUS ON CONNECTIONS

Social Services Advisory Board
June 14, 2012

Connect Customers to Services

Connect Systems to Support Staff

ELIGIBILITY IT: TWO GOALS

16

…The number of notable Eligibility IT projects actively being worked on.

10

…Of those projects, the number expected to be implemented this year.

ELIGIBILITY IT AT A GLANCE

PROJECT CONTINGENCIES

My Benefits CalWIN Portal

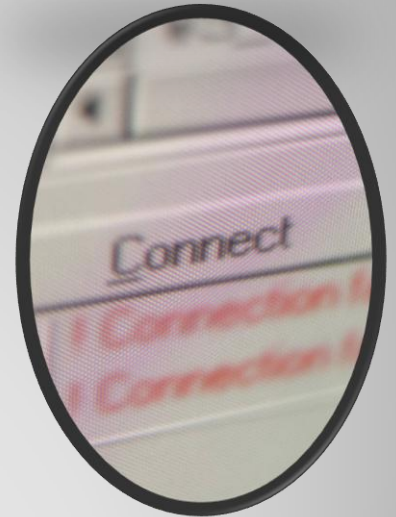**Client Visit Management Tool**

CBO Application Tracking

FOCUS ON: IMPROVING THE CUSTOMER EXPERIENCE

Task Management Tool

KOFAX Imaging Enhancements

CalWIN Web Enablement

FOCUS ON: SUPPORTING STAFF

Questions and Comments

THANKS